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Message: Utility Assistance question

Utility Assistance question

Carrie Hoelscher From **Date** Monday, March 6, 2017 10:00 AM

To Kraft, Emily

Cc

Journal Emily.kraft@oa.mo.gov

Recipients



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Good Morning Emily,

I have a sub that has a client needing assistance with a utility bill. She is a pre-pay customer because she has had issues paying her bill in the past, so the utility company now requires she prepay each month. Because she's current on her bill and doesn't qualify for LIHEAP, can they just document her situation and then assist her or is there a different way they need to go about assisting her because she is pre-pay? We don't run across this situation very often, so want to make sure I'm handling it properly to meet the new contract requirements.

Thank you! Carrie Carrie Hoelscher A2A Program Manager



Email 1

106 5th Ave. S, PO Box 65 Greenwood, MO 64034 Phone: 816-806-4168 Fax: 855-856-5240

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